

CITY OF CENTRAL
REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY SUPPORT SERVICES

I. Introduction

Central City is located approximately 35 miles west of Denver in both Gilpin and Clear Creek Counties and was incorporated in 1864. There is an estimated population of 663, with a direct connection to I-70 via the Casino Parkway exit 243. Total annual visitor traffic is estimated at over 400,000 vehicles with 28 employees serving the needs of the public.

The City of Central is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will enable the City to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost and maximize return on investment in IT.

II. Background Information

The City of Central currently runs a Windows 2008 R2 standard server with 24 workstations running Windows 7 Professional.

- City Hall and Police Department: 19 machines, 8 printers (2 networked) and a server
- Public Works: 2 machines and 2 printers.
- Water Department: 2 machines and 1 printer.
- Visitor Center: 1 machine and 1 printer.

Other software packages include: Microsoft Office 2010, QuickBooks, Webroot antivirus, Caselle (accounting software), The P.D. and Court use Sleuth software.

The City of Central website is managed by the Community Development Coordinator.

III. Services Required

The following details the services to be provided to the City of Central in the area of information technology services:

1. Desktop Application Support – Perform basic support functions including installing PCs, laptops, printers, peripherals and office automation software; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and identifying and correcting end user hardware problems, and performing advanced troubleshooting. Maintain an up-to-date inventory of ALL City computer related hardware and software, and make the inventory available to City personnel upon request. Assist designated City personnel with software and hardware purchases. Assist in the development of software/hardware related policies and procedures.

2. Server Administration Services – Managing computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, and operating systems necessary for the quality, security, performance, availability, recoverability and reliability of the system. Ensure scheduled preventative maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; assist in the development of operations, administrative and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached. Support of all software products of the City of Central as it relates to the server and associated hardware. Management of user logins and security. Coordinate repair and maintenance work with designated City personnel to ensure repairs are conducted in a timely fashion.

3. Network Administration Services – Scope of activity includes all City network equipment including firewalls, routers and other security devices; primary installation and maintenance of printers, network copiers/scanners, etc; primary maintenance including regular analysis, routing configuration changes and installation of patches and upgrades; alert notifications to designated City personnel in the event of failure; complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached. Duties also include network performance and capacity management services and network troubleshooting; maintain network documentation and procedures.

4. Security – Maintenance of virus detection programs on City servers, email and all other City computers and laptops; perform security audits as requested and notify designated City personnel immediately of suspected breaches of security or intrusion detection; configure City system to enable remote access in a secure environment and provide remote access administration as requested by designated City personnel; proper disposal of obsolete equipment.

5. Strategic Planning – Engineering, planning and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Install new servers, software and hardware and transfer data when acquired. Strategic planning, design and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema redesign, installation of “core” network devices, etc.

IV. Submittal Requirements

The following information shall be required in the RFP submittal:

1. Letter of Transmittal – The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:
 - Company name, address, and telephone number(s) of the firm submitting the proposal.
 - Name, title, address, email address and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
 - Taxpayer identification numbers of the firm.
 - Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
 - The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
 - Statement which indicates “proposal and cost schedule shall be valid and binding for Ninety (90) days following proposal due date and will become part of the contract that is negotiated with the City of Central.”

2. General Vendor Information – Please provide the following information:

- Length of time in business
- Total number of clients
- Number of full time personnel in consulting, installation and training, administrative support.
- Location of office which would service this account

3. Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.

4. Describe your approach to providing these services and your methodology for providing on-going support.

5. Provide the name, title, address and telephone number of three references for clients to whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.

6. Staff Resources – Identify the names of principals and key personnel who will actually provide the information technology services to the City of Central. Summarize the experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. The local availability of staff that will be providing these services shall be an important consideration.

7. Support Services – Please answer the following:

- Is help desk support available?
- When is support available? (indicate XX a.m. to XX p.m. Mountain time and the days of the week)
- Will at least bi-weekly on-site visits be available to ensure all IT issues are addressed?
- How are charges for support structured, documented and tracked?
- Please describe your problem escalation process, including
 - * Initial problem identification (hand-off from help desk)
 - * Triage for priority and severity of problems
 - * Steps for resolving problem escalation when a solution is not forthcoming
 - * Final authority regarding conflicts
- Indicate your response time and goal and also your statistics regarding meeting that goal.

8. Cost of Services

- The proposal must contain a fee schedule that includes hourly rates for proposed services.
- Describe how your services are priced, and any specific pricing you are able to provide.
- Define any additional charges (e.g. travel expenses).

V. **Evaluation Criteria and Process**

Each submittal will be rated based on the following criteria:

- Experience
- Understanding of services to be provided
- Personnel Expertise
- Compatibility with end users/interview
- Project Approach
- Satisfaction of clients/end users

VI. **Deadline for Submission of Proposals**

Three (3) sealed copies of the proposal must be received by the City of Central prior to 5:00 p.m. on December 14, 2015. All copies of the proposals must be under sealed cover and plainly marked as “Information Technology Support Services Proposal.” Proposals should be delivered or mailed to:

**City of Central
IT Support Services Proposal
P.O. Box 249
141 Nevada Street
Central City, CO 80427**

Any questions regarding this proposal are to be submitted to:

**Patrick Duffy, Community Development Coordinator
City of Central
PO Box 249
Central City, CO 80427
(303) 419-7504
pduffy@cityofcentral.co**

VII. Miscellaneous

- The City of Central reserves the right to reject any and all proposals for failure to meet the requirements herein, to waive any technicalities, and to select the proposal which, in the City's sole judgment, best meets the requirements of the project.
- The RFP creates no obligation on the part of the City to award a contract or to compensate the proposer for any costs incurred during proposal presentation, response, submission, presentation or oral interviews (if held). The City reserves the right to award a contract based upon proposals received without further discussion or negotiation. Proposers should not rely upon the opportunity to alter their qualifications during discussions.
- The City further reserves the right to make such investigation as it deems necessary to determine the ability of proposers to furnish the required services, and proposers shall furnish all such information for this purpose as the City may request.
- Proposers must specifically identify any portions of their submittals deemed to contain confidential or proprietary information, or trade secrets. Those portions must be readily separable from the balance of the proposal. Such designations will not necessarily be conclusive, and proposers may be required to justify why the City of Central should not, upon written request, disclose such materials.